



**Construction Industry Development
Board Malaysia**

LAPORAN PENERBITAN

**CONTRACT ADMINISTRATION: INFORMATION
TECHNOLOGY FOR CLAIMS AND DISPUTES IN
CONSTRUCTION**

NO.PROJEK: CREAM/09-02-11-ST6-SA2-016

March 2013

List of Publications

Web-based Construction Claims Management System: A Conceptual Framework

The Development of a Web-based Construction Claims Management System: End Users' Requirements

Seminars handouts

Abstracts submitted to CIBW78

Executive Summary

Claims are part of the life of construction projects. However, when comes to the management of claims the parties involved often discover that the claims submitted or the decision to reject a claim fail to stand the scrutiny of other parties due to the lost (or lack) of evidence, failure to observe the deadline, failure to abide by the procedures stipulated the conditions of the contract, and many other reasons. These problems often have the root in the lack of an IT-based information system to assist the contract administrators in managing the claims, tracking the deadlines, and documenting the evidence.

The research project aims to develop a Web-based construction claims management to address the aforementioned problems. The research is jointly carried out by researchers from the Universiti Tunku Abdul Rahman and The Pennsylvania State University, USA, with RM 160'690 research grant from the Construction Research Institute of Malaysia (CREAM). The aim of the research is achieved through the following objectives:

1. To study the existing practice of the Malaysia construction industry in managing claims to identify the areas that IT-based information management system may contribute to better manage the whole process.
2. To develop a framework for better managing the processing of claims between the client and the contractor, and also between contractor and sub-contractor that will facilitate the capture and sharing of the knowledge with the aid of IT.
3. Development and evaluation of a prototype Web-based claims management system based on the findings from objectives 1 and 2 using the latest Web-based technology.

A number of papers were published or are being drafted to be published at international conferences and journals, and the system has been presented at seminars for researchers and practitioners with positive response. These include the following papers presented at:

- International Conference on Construction and Real Estate Management (ICCREM) 2010
 - Title of paper: Web-based Construction Claims Management System: A Conceptual Framework
- International Conference on Construction and Real Estate Management (ICCREM) 2011
 - Title of paper: The Development of a Web-based Construction Claims Management System: End Users' Requirements
- Seminars
 - Seminar & Workshop On Developments And Future Directions In Building Information Modelling (BIM) handouts, on 01/12/2012

- MBAM Technical Committee Talk On: The Manubuild Project & Contract Information, on 07/03/2013
- Draft journal Paper to be submitted to an international journal
- Abstract that has been submitted to CIBW78-2013 30th International Conference on the Applications of IT in the AEC Industry, October 2013, Beijing, China.

These are attached in the following sections.